MULTIMEDIA UNIVERSITY

STUDENT ID NO

MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 2, 2019/2020

TCT2151 – CRITICAL THINKING IN ORGANISATIONS

(All sections/Groups)

7 MARCH 2020
2.30 p.m – 4.30 p.m
(2 Hours)

INSTRUCTIONS TO STUDENT

1. This question paper consists of 2 pages and 4 questions only.
2. Attempt **ALL** questions. The distribution of the marks for each question is given.
3. Please write all your answers in the Answer Booklet provided.

QUESTION 1

A. It can be particularly difficult to use critical thinking when making decisions about personnel, because relationships and interactions can be so complex and charged. An employee may irritate you but that employee might still do excellent work. Or, you may truly enjoy the company of a co-worker who does sloppy and inefficient work. Your business will benefit the most from having efficient employees. If your morale is affected by having an employee to whom you truly dislike, you might need to use critical thinking to evaluate whether the value of that person's work is worth your discomfort and frustration, and what legal and moral options you have.

Discuss **THREE (3)** barriers that limit critical thinking in resolving above scenario. (9 marks)

B. Define reason and emotion and explain why both are important in critical thinking. (12 marks)

C. Emotional Intelligence is important in critical thinking, especially in a situation that involves emotion and reason. Provide **TWO (2)** aspects of Emotional Intelligence. (4 marks)

(Total: 25 marks)

QUESTION 2

A. Elaborate how communication can be a barrier to critical thinking in an organisation. (16 marks)

B. **THREE (3)** different philosophers have different views related to understanding truth and source of knowledge. Explain each of them. (9 marks)

(Total: 25 marks)

QUESTION 3

A. Discuss why fallacious arguments are very dangerous in an organisation. (5 marks)

Continued...

B. Today almost everyone is familiar with the advantages of the Internet as a source of information. However, one of the downsides is that the Internet has made it easier for students to commit plagiarism. Plagiarism is fraudulent copying that involves deception and the intent to mislead the reader. In a recent study, 44 percent of college students admitted to cut-and-paste Internet plagiarism, up from 10 percent in 1999. Furthermore, 77 percent of the 50,000 students surveyed did not regard this sort of plagiarism as a serious offense. If you are a college professor and found that your students plagiarise from Internet, what are the **THREE (3)** possible solutions that you would take to prevent it from happening. Justify every propose solution. (15 marks)

C. Define "*Rhetoric*" and explain why it is dangerous in critical thinking (5 marks)

(25 marks)

QUESTION 4

A chemical company needed to fire a CFO and hire a new one. The original CFO had a bad track record of poor decision making. Technically, that CFO was good. But he was a bad people person and managed people with a hammer. As a result, a bad culture had developed. People hated working for the CFO and in turn, hated the company. Finally, the Board of Directors insisted that the CEO fire the CFO.

The CFO was fired, but the company's moral was terrible. The worst part is that since the CEO was *snake bitten*, he was *gun shy* on making a decision to hire the replacement CFO. The CFO position was left open for almost one year. As a result, the company suffered due to the lack of leadership. During that time, the company loosened its internal controls, and the budgeting process became a mess. The lack of decision making by the CEO caused the Board of Directors to lose confidence in the CEO. There was a lack of leadership in the entire organization.

Source: https://strategiccfo.com/how-decision-making-impacts-an-organization/

Using the **FIVE (5)** steps of decision making process, elaborate what would you do in this situation. (25 marks)

(Total: 25 marks)

End of Paper